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Docket No.: 042390.P10167

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Shires et al.

Application No.: 09/750,029

Filed: December 29, 2000

For: Data Integration with Interactive Voice
Response Systems

Examiner: MD S. Elahee

Art Group: 2645

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OFFICE OF PETITIONS

AMENDMENT AND RESPONSE TO THE OFFICE ACTION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the outstanding Office Action, mailed October 6, 2003, please enter the following amendments and consider the following remarks.

Amendments to the Claims are reflected in the listing of claims which begins on page 2.

Remarks begin on page 7.